

# Adult Consumer Satisfaction Survey 2007

Scorecard

Agency	Number Served FY2007	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes		
		2006	2007												
Bear River Health Dept.	1,464	↑	13	68	4.6%	↓	65	↑	82	↑	96	↓	67	↓	86
Bear River Mental Health	1,822	↑	240	256	14.1%	↑	87	↓	87	↓	86	↓	73	↓	59
Central Utah	889	↓	160	113	12.7%	→	91	↓	87	↑	93	→	71	↑	75
Davis Behavioral	2,718	↓	149	398	14.6%	↓	90	↑	88	↑	93	↓	76	↑	76
Four Corners	1,411	↑	147	220	15.6%	→	92	↓	84	↑	92	↓	76	↓	74
Heber Valley Counseling	273	↓	26	25	9.2%	↓	88	↓	88	↓	91	↓	86	↓	68
Northeastern	990	↑	37	94	9.5%	↑	94	↓	93	↓	86	↓	77	↑	76
Salt Lake County Substance Abuse	6,411	↑	739	1,219	19.0%	↓	82	↓	71	↑	86	↓	69	→	80
San Juan	314	→	17	17	5.4%	↑	100	↑	94	↑	93	→	94	↓	50
Southwest	1,626	↓	239	116	7.1%	↑	96	↑	84	↑	94	↓	84	↑	78
Utah County Substance Abuse	1,217	↓	372	331	27.2%	↓	88	↓	78	↓	86	↓	79	↓	87
Valley Mental Health - Salt Lake	9,789	↑	1,005	1,011	10.3%	↑	87	↑	81	↑	85	↓	71	↑	67
Valley Mental Health - Summit	786	*	^	37	4.7%	*	87	*	89	*	94	*	66	*	74
Valley Mental Health - Tooele	1,261	*	^	122	9.7%	*	87	*	85	*	86	*	67	*	72
Wasatch Mental Health	2,853	↑	214	291	10.2%	↓	86	↓	77	↑	84	↓	69	↑	71
Weber	4,747	↓	334	316	6.7%	↑	90	↓	86	↑	86	↓	76	↑	74
U of U	408	*	*	35	8.6%	*	97	*	83	*	97	*	77	*	88
State	36,897	↑	3,692	4,669	12.7%		87		80		87		73		74
National (2006)							88		85		87		82		71

## Youth Satisfaction Survey 2007 (Youth Ages 12-17)

Agency	Number Served FY2007	Number of Forms Returned		Percent of Clients Sampled		General Satisfaction	Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes		
		2006	2007												
Bear River Health Dept.	47	↑	2	6	12.8%	→	100	↓	40	↑	100	→	100	↑	80
Bear River Mental Health	363	↑	44	50	13.8%	↓	78	↑	80	↑	94	→	68	↑	70
Central Utah	190	↑	31	46	24.2%	↓	75	↓	63	↓	80	↓	61	↓	57
Davis Behavioral	495	↑	9	44	8.9%	↓	77	↓	68	↓	84	↓	59	↓	46
Four Corners	309	↑	35	91	29.4%	↑	71	↓	64	↓	66	↓	58	↓	59
Heber Valley Counseling	25	↓	3	0	0.0% *	--	--	--	--	--	--	--	--	--	--
Northeastern	184	↑	5	15	8.2%	↓	60	↓	57	↓	80	↓	57	↓	80
Salt Lake County Substance Abuse	407	↑	119	157	38.6%	↓	78	↓	57	↓	81	↓	72	↓	71
San Juan	49	↑	1	13	26.5%	*	83	*	75	*	92	*	69	*	69
Southwest	493	↓	40	29	5.9%	↑	76	↓	65	↑	92	↓	72	↑	69
Utah County Substance Abuse	48	↑	24	42	87.5%	↓	67	↓	41	↓	78	↓	64	↓	79
Valley Mental Health - Salt Lake	1,869	↓	403	314	16.8%	↓	65	↓	53	↓	77	↓	52	↓	62
Valley Mental Health - Summit	107	*	^	6	5.6%	*	67	*	50	*	83	*	33	*	50
Valley Mental Health - Tooele	273	*	^	21	7.7%	*	85	*	71	*	91	*	80	*	95
Wasatch Mental Health	761	↓	57	54	7.1%	↓	72	↓	59	↓	83	↑	74	↓	84
Weber	672	↑	52	89	13.2%	↑	83	↓	74	↓	82	↓	64	↑	79
State	5,962	↑	825	977	16.4%		73		60		80		62		66
National (2006)							81		83		91		87		73

## Youth Satisfaction Survey (Family) 2007

Agency	Number Served FY2007	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes		
		2006	2007												
Bear River Health Dept.	47	↑	0	1	2.1% *	--	--	--	--	--	--	--	--	--	
Bear River Mental Health	798	↑	71	88	11.0%	↓	77	↓	86	↑	94	↓	91	↓	51
Central Utah	402	↑	27	56	13.9%	↓	86	↓	82	→	96	↑	93	↓	53
Davis Behavioral	1,084	↑	14	103	9.5%	↓	77	↓	72	↑	95	↑	86	↓	56
Four Corners	515	↑	26	75	14.6%	↓	80	↓	90	↑	90	↑	88	↓	56
Heber Valley Counseling	47	↑	1	4	8.5%	*	100	*	75	*	100	*	75	*	75
Northeastern	331	↑	12	23	6.9%	↓	91	↓	91	↓	87	↓	91	↓	65
Salt Lake County Substance Abuse	436	↑	40	73	16.7%	↑	74	↓	59	↑	83	↓	49	↓	71
San Juan	113	↑	0	6	5.3%	*	83	*	83	*	83	*	100	*	100
Southwest	1,161	↓	112	53	4.6%	↑	84	↓	88	↑	96	↓	84	↓	31
Utah County Substance Abuse	48	↑	13	19	39.6%	↓	42	↓	26	↓	74	↓	16	↓	68
Valley Mental Health - Salt Lake	3,792	↑	423	520	13.7%	↓	82	↓	66	↓	90	↑	85	↓	56
Valley Mental Health - Summit	142	*	^	2	1.4% *	--	--	--	--	--	--	--	--	--	--
Valley Mental Health - Tooele	441	*	^	24	5.4%	*	83	*	83	*	100	*	88	*	63
Wasatch Mental Health	2,095	↑	45	75	3.6%	↓	73	↓	63	↑	93	↓	78	↓	40
Weber	1,415	↑	39	89	6.3%	↓	91	↓	88	↓	98	↑	88	↑	69
State	12,636	↑	823	1,211	9.6%		80		72		91		83		57
National (2006)							81		83		91		87		73

\* Insufficient sample rate.

^ Combined with Valley Mental Health 2006

\* Data unavailable for previous year.

Green = Percentage meets or exceeds National Average for MHSIP or Statewide Average for the YSS and YSS-F Surveys.

Yellow = Percentage between 75% and the National Average for MHSIP or the Statewide Average on YSS and YSS-F.

Red = Percentage below 75% of the National Average for the MHSIP or Statewide Average for the YSS and YSS-F.

↑ ↓ → Trend from prior year. → No change from prior year.

Chart results are based on round numbers.

Clients served for FY07 will be lower than FY06 due to change in reporting system which provides more accurate numbers.

Client served counts for each provider are unduplicated for that provider and across substance abuse and mental health combined.

State client served count is unduplicated across substance abuse and mental health combined and is not a sum of the provider client counts.